

**EVENT CODE LISTING**

<b><u>Code</u></b>	<b><u>Meaning\Required Action</u></b>
1001	Administrator entered the program.
1002	Administrator got the balance.
1003	Administrator set the balance.
1004	Administrator added to the balance.
1005	Administrator subtracted from the balance.
1006	Administrator printed a copy of the receipt for the last customer transaction.
1007	Administrator printed the summary report.
1008	Administrator printed the event log.
1009	Administrator printed the electronic journal.
1010	Administrator ran diagnostics.
1011	Administrator set the date.
1012	Administrator set the time.
1013	Administrator edited the configuration.
1014	Administrator printed the configuration.
1015	Daily working key needed. Enter the administrative menu. Select "DIAG". Select "WKEY" Screen should show "Dialing"--"Connected"--"New working key updated" The display will go back to the "DIAGNOSTICS" screen.
1016	Administrator printed the cash log.

**EVENT CODE LISTING** *cont.*

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| 1101 | Cash loader entered the program.   |
| 1102 | Cash loader got the balance.   |
| 1103 | Cash loader set the balance.   |
| 1104 | Cash loader added to the balance.  |
| 1105 | Cash loaded subtracted from the balance.   |
| 2001 | No Printer.<br>Check to see if the 24 Vdc LED on the side of the printer is on.<br>Try Feeding paper into the printer.<br>Check the cable that runs from the printer port on the VeriFone to the printer for a loose connection or bent pins.<br>Enter the administrative menu,<br>Select "DIAG" then Select "PRN".<br>The printer will print a status report, advance the paper, and cut.<br>If it doesn't print, then try a new printer communications cable. If cable doesn't correct the problem, then replace printer assembly. |
| 2002 | Printer paper jam.   |
| 2003 | Printer out of paper.  |
| 3001 | Remote log in. (The modem answered an incoming call.)  |
| 3002 | Remote balance request.  |
| 3003 | Remote balance set.  |
| 3004 | Remote request for the LTX.  |
| 3005 | Remote summary report retrieval.   |
| 3006 | Remote event log retrieval.  |
| 3007 | Remote journal report retrieval.   |
| 3008 | Remote date set.   |
| 3009 | Remote time set.   |
| 3010 | Remote Configuration edit.   |

**EVENT CODE LISTING** *cont.*

- 3011 Remote cash log retrieval.
- 3012 Remote error reset.
- 4001 No Dispenser.  
Test the printer. If the printer doesn't work check the power supply.  
Check the communications cable between RS232 port on the VeriFone and the dispenser for loose connections or bent pins.  
Check to ensure the power supply cable is secure on the back of the dispenser.  
Check the LED on the back of the dispenser (Should be on). If your ATM Has a Puloon Dispenser the Vault door Switch MUST be held in.  
Enter the administrative menu. (Make sure that the Vault door is closed and secured)  
Select "\$\$\$\$". Then Select "TEST".  
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful".  
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.  
If the test failed, replace the communications cable.  
Retest the dispenser, if you still have a failure replace the dispenser.
- 4002 Dispenser exit sensor blocked.  
Check to see if a bill is stuck in the exit.  
Check for foreign objects or the belt blocking the exit.  
Enter the administrative menu. (Make sure that the Vault door is closed and secured)  
Select "\$\$\$\$". Then Select "TEST".  
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful".  
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.  
If the test fails then replace the dispenser.
- 4003 Dispenser feed sensor blocked.  
Remove the cassette and look for bills stuck in the bill path.  
Put the cassette back into the dispenser.  
Enter the administrative menu. (Make sure that the Vault door is closed and secured)  
Select "\$\$\$\$". Then Select "TEST".  
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful".  
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.  
If the test fails then replace the dispenser.

